



Transportation Collaboration Minutes Wednesday, July 12, 2017

Attending: Kalen Petersen, Central Iowa RSVP; Shari Atwood, CyRide and Ames Area MPO; Laurie Yocum, Heartland Senior Services; Brooke Ramsey, HIRTA; Amy Desenberg-Wines and Jessica Kreho, Iowa Coalition for Integration & Employment; Lauren Allender, Shelby Harris, and Amanda Sharp, Progress Industries; Lauris Olson and Deb Schildroth, Story County; Shannon Bardole-Foley, United Way of Story County

Review April 19 Meeting Notes

- Shari made a few revisions to the CyRide System Redesign update. The corrected minutes will be posted online at <http://www.cityofames.org/government/aampo/plans-programs/passenger-transportation-plan/transportation-collaboration>.

Update from HIRTA of Demand Response Service Action Plan Progress Report (pages 4-10)

- #1 Sarah does a Train the Trainer program for travel training. Can contact Sarah to schedule.
- #5 Two new buses for FY17 are in service. A vehicle replacement plan has not yet been established. Options previously explored are not feasible. HIRTA is receiving a Central Iowa Rural Transportation & Planning Alliance (CIRTPA) grant equivalent to 1 vehicle/year. The funding is for capital, not operations.
- #9 Strategic plan is complete. It's include in today's agenda packet and on the website.
- #10 An additional scheduling position was offered to someone yesterday and hope to begin orientation later this month. Position is adding to existing staff to reduce call times and expanding to Boone County. Average hold time last week (a shortened holiday week) was under 2.5 minutes.
- #13 Working to implement new software. The facility portal will allow an agency to login and update their customer information allowing for 24/7 access to schedule/cancel rides for clients. This portal is being piloted with Progress Industries in Jasper County. Once kinks are worked out, will offer to other agencies. Have enough for 5 organizations. Other projects include customer portal and online payments.
- #16 Julia is researching options for Autism behavior training.
- #18 No shows still higher than they'd like, but Dial-A-Ride no-shows seem to be going down
- #19 Eighty-seven welcome packets mailed last month in Story County alone
- #21 Twice in last 6 months agencies didn't make an attempt to resolve an issue directly with HIRTA and escalated to a funder (one issue was shared with Story County and the other with the DOT). How to best share the communication plan to agencies? Email out to agencies and copy funders. We will look at this document in October and send the update version to the DRS group with reminder to contact Amber Falls. The agency contact will be asked to share with all in the agency who help with transportation. Funders are asked to refer to complainants back to Amber Falls. Add updating the communications plan on the October agenda to send with the following year's meeting dates. Should an annual meeting be held of agency directors to share the one-page communication plan? Who is on the DRS email list? Will they come if they're invited? Survey the list to ask if they would send their agency to an annual meeting – who, contact info. If

HIRTA doesn't hear anything from agencies, they assume all is well. If your agency has issues, call Amber Falls. HIRTA can't attempt to address an issue if they don't know there is an issue.

- How to ensure that the referrals to RSVP are accurate? HIRTA gives a list of referrals, not just RSVP, so RSVP can state to check with the other referrals. How to encourage riders to leave a voicemail for HIRTA so they're not in a bind if they get through late in the day. RSVP application process takes at least a few days to a week depending on if they can fill out the application online.
- Dial-A-Ride is for Ames only, but they're not using all their federal funding, so more rides could be sent that way.
- #23 Driving staff is in a good place, but still looking to hire more drivers to add more services. Direct service now being provided in Boone County. Hoping to increase services between Boone & Story. Sharing drivers to be more efficient.

HIRTA Strategic Plan

- This is HIRTA's first formal strategic plan that's ever been approved. The board thought it was realistic, especially with the new technology. (The board consists of Supervisors from the 7 counties served.) How will the plan be utilized? No specific plan to review, but Julia will bring back a plan to show how progress is being tracked. The strategic plan refers to iRide, which is the first formal marketing plan.

Review Transportation Brochure – need to print again?

- In May, RSVP Volunteer Transportation was updated. Are phone numbers correct for Medicaid transportation? Brooke will verify with Shari. Should we add Road to Recovery (American Cancer Society – provide rides to cancer treatments), Uber, Lyft, Joy Ride, ISU Zip Car (for ISU students only), Enterprise Car Share? Should we reduce the information on HIRTA's section to allow for others?
- Possibly add Common Grounds as a transit option for residents of Nevada and Eastern Story County. Common Grounds wants to be under some other agency, so they can reimburse the mileage for rides, rather than providing the rides for consistency sake. Both HIRTA and RSVP willing to talk with Cathy Vincent.
- HIRTA's new website is ridehirta.com
- Need to update At-A-Glance: will review at the October meeting

Progress Industries Transportation Meeting

- Iowa Coalition for Integration & Employment is working with Progress Industries to analyze transportation options in counties. Looking for what resources exist, not just for folks who have disabilities. Then try to identify what is needed and how to accomplish that. First meeting held to discuss what exists. How to collaborate with this group?

Updates from Transportation Collaboration Members

- CyRide System Redesign: The plum route has been updated to run not only while ISU is in session at 20 minute intervals, but also while ISU is not in session at 40 minute intervals.

2017 Meeting Dates (2nd Wednesday of the month from 1:00-2:30 pm): October 11